REMARKS

Claims 1-36 were pending in the application at the time the present Office Action was mailed. Claims 1, 23, and 30 have been amended to clarify aspects of the applicant's technology. The applicant has added claim 37. Accordingly, claims 1-37 are pending.

The Office Action rejected claims 1-36 as being unpatentable under 35 U.S.C. § 103(a) over U.S. Patent No. 6,240,444 ("Fin") in view of U.S. Patent No. 6,219,679, or in further view of U.S. Patent Nos. 6,564,261, 6,535,912, or 6,006,23 either alone or in combination.

The applicants' representatives thank the Examiner for the telephone interview of August 30, 2004. During the interview, the parties discussed differences between the applied references and the inventors' technology. More particularly, the parties discussed support for cookies and the document object model. Should the Examiner require additional information relating to the interview, he is asked to contact the undersigned.

Although the applicants disagree with the rejections, the applicants have amended the claims to explicitly recite that a "cookie" is used when cobrowsing. The applicants' technology enables multiple client computers to establish a cobrowsing web session with one another. When a user of a first client performs actions during the cobrowsing web session, e.g., loading a web page, scrolling the web page, navigating to a link contained in the web page, etc., other cobrowsing clients perform similar actions so that users of the cobrowsing clients can see the actions of the user of the first client. The applicants' technology may send an indication of a cookie associated with web pages being browsed by the first client to cobrowsing clients. A cobrowsing client can use the cookie to help ensure that they are seeing the same web pages as the user of the first client.

The Fin reference is also directed to "internet web page sharing." The Fin reference describes simultaneous display and control of web pages among multiple clients. This technique uses a "Common Client Interface" (CCI) to track actions

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performed by a user. The CCI provides an interface for other applications to cause a browser to perform an action, or to monitor a limited set of activities of the browser.

However, multiple significant implementation differences exist between the applicants' technology and the techniques disclosed in Fin. One such notable difference is that whereas the applicants' technology is capable of transferring cookies to the cobrowsing clients, none of the applied references indicates any ability to share cookies between the clients. Because Fin's technique apparently cannot retrieve a cookie using CCI, it would not be able to share the cookie with other cobrowsing clients.

As is widely known, cookies are sometimes used in Internet web sites to perform a number of functions including, e.g., maintaining state, storing users' information in association with a web page, etc. As an example, online merchants may use cookies to store information about the user, such as the user's identification or items purchased by the user. Thus, cookies are often an important aspect of web sites, without which browsing many websites would not provide a full range of their designed functionality. Thus, cobrowsing without cookies could be problematic when the websites being browsed use cookies.

The applicants have amended independent claims 1, 23, and 30 to recite the sending of cookies to cobrowsing clients. Because sending cookies is neither taught nor suggested by the applied references, the applicants respectfully submit that the independent claims, as revised, are now allowable over the applied references. The dependent claims import the limitations of the independent claims from which they depend and so are allowable for similar reasons.
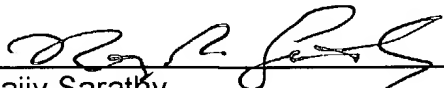
As recited in the applicants' specification, e.g., at paragraphs 32-35, the applicants' technology may use a document object model ("DOM") to determine actions performed at a primary client. These determined actions may be sent in synchronization messages to cobrowsing clients that also use a DOM. An advantage of using the DOM is that multiple products from multiple vendors support the DOM, and so the technology is not limited to a single type or source of application. Claim 37 has been added to recite this feature. The applicants can find no teaching or suggestion in

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the applied references of using the DOM to determine actions and forwarding the determined actions to cobrowsing clients.

In view of the foregoing, the claims pending in the application comply with the requirements of 35 U.S.C. § 112 and patentably define over the applied art. A Notice of Allowance is, therefore, respectfully requested. If the Examiner has any questions or believes a telephone conference would expedite prosecution of this application, the Examiner is encouraged to call the undersigned at (206) 359-6478.

Respectfully submitted,

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Date: Sep 9, 2004

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